

Arizona CTE Career Preparation Standards Framework for FINANCIAL SERVICES

This is a summary of changes made to the program framework dated January 2006. Workplace Standards 1-17, 21, 25, and 29-33 from the original framework will be addressed separately. Other changes to the framework are outlined below:

- Standard 18 has been renamed **Standard A**. The measurement criteria listed under the standard have been renumbered (1-3).

The measurement criteria 18.1 has been rewritten as follows:

1. Compare products available at financial institutions such as banks and credit unions.

The word **Demonstrate** has been replaced with **Describe** in measurement criteria 19.6.
The words **and National Credit Association (NCUA)** have been added to measurement criteria 18.3.

- Standard 19 has been renamed **Standard B**. The measurement criteria listed under the standard have been renumbered (1-5).

The following phrase "**e.g., alarms, opening/closing procedures, robbery, bomb threats.**" has been added to measurement criteria 19.1.

The words "**such as, dual control**" has been added to measurement criteria 19.2.

Measurement criteria # 5 has been added to Standard B.

5. Analyze procedures to prevent identity theft.

- Standard 20 has been renamed **Standard C**. The measurement criteria listed under the standard have been renumbered (1-7).

The words **stocks and mutual funds** have been replaced with **investments** in measurement criteria 20.1.

The words **including mutual funds** have been replaced with **to include in a diversified portfolio** in measurement criteria 20.2.

Measurement criteria 20.3 has been rewritten as follows:

3. Examine characteristics of investments such as stocks, bonds, commodities or mutual funds.

The words **for example aggressive vs. conservative** have been added to measurement criteria 20.4.

Measurement criteria # 7 has been added to Standard C:

7. Examine the various global economic conditions that can impact financial investments.

- Standard 22 has been renamed **Standard D**. The measurement criteria listed under the standard have been renumbered (1-5).

The words **management process** have been replaced with **and the needs for insurance** in measurement criteria 22.1.

The words **and characteristics** have been inserted between **benefits** and **of** in measurement criteria 22.2.

Arizona CTE Career Preparation Standards Framework for FINANCIAL SERVICES

The words *Differentiate* have been replaced with *Outline*, and the words *for example retirement, tax benefits, and estate planning* have been added to measurement criteria 22.4.

- Standard 23 has been renamed **Standard E**. The measurement criteria listed under the standard have been renumbered (1-6).

The words *and loan* have been inserted between **credit** and **applications** in measurement criteria 23.3.

The words *and scoring* have been added to measurement criteria 23.4.

Measurement criteria 23.5 has been rewritten as follows:

5. Analyze each type of mortgage loan for example fixed or adjustable.

Measurement criteria 23.6 has been rewritten as follows:

6. Examine the various conditions that can impact interest rates.

- Standard 24 has been renamed **Standard F**. The measurement criteria listed under the standard have been renumbered (1-5) with no deletions or addition.
- **Standard G** has been added with two (2) measurement criteria.
- Standard 26 has been renamed **Standard H**. The measurement criteria listed under the standard have been renumbered (1-6) as follows: 26.1 to 1; 26.6 to 2; 26.8 to 3; and 26.9 to 4.

Measurement criteria 26.2-26.5 and 26.7 have been deleted.

The word *effect* has been changed to *affect* in measurement criteria 26.6.

The words *and apply* have been deleted from measurement criteria 26.9.

Measurement criteria # 5 and # 6 have been added to Standard H.

5. Explain business risk and insurance.

6. Compare owning versus leasing of property and/or capital.

- Standard 27 has been renamed **Standard I**. The measurement criteria listed under the standard have been renumbered (1-4) with no deletions or additions.
- Standard 28 has been renamed **Standard J**. The measurement criteria listed under the standard have been renumbered (1-6).

Measurement criteria # 5 and # 6 have been added to Standard J.

5. Examine a client's money management patterns including risk tolerance and financial goals.

6. Identify procedures and documents to create a financial plan.

Arizona CTE Career Preparation Standards Framework for FINANCIAL SERVICES

STANDARD A – ANALYZE BANKING AND RELATED FINANCIAL SERVICES	
1	Compare products available at financial institutions such as banks and credit unions
2	Explain the role of the Federal Reserve system
3	Explain the role of Federal Deposit Insurance Corporation (FDIC) and National Credit Union Association (NCUA)
STANDARD B – EXAMINE SECURITY SYSTEMS AND PROCEDURES FOR FINANCIAL INSTITUTIONS	
1	Identify security systems and procedures, e.g., alarms, opening/closing procedures, robbery, bomb threats
2	Identify ways checks and balance systems protect financial institutions from monetary loss, such as, dual control
3	Analyze methods to protect customer privacy
4	List preventive measures to protect from fraud
5	Analyze procedures to prevent identity theft
STANDARD C – ANALYZE TYPES OF SECURITIES AND RELATED INVESTMENTS	
1	Investigate investment opportunities to include in a diversified portfolio
2	Examine characteristics of investments such as stocks, bonds, commodities, or mutual funds
3	Track and research domestic/international investments
4	Analyze an investment plan, for example aggressive vs conservative
5	Explain the role of the Securities Exchange Commission
6	Explain the stock market's impact on financial investments
7	Examine the various global economic conditions that can impact financial investments

Arizona CTE Career Preparation Standards Framework for FINANCIAL SERVICES

STANDARD D – ANALYZE INSURANCE SERVICES	
1	Describe the risks and the needs for insurance
2	Identify the benefits and characteristics of the different type of insurance, including life, health, property, and liability insurance
3	Explain the type of protection provided by each type of insurance
4	Differentiate the characteristics of annuity products for example retirement, tax benefits, and estate planning.
5	Explain the role of the state’s department of insurance
STANDARD E – ANALYZE CREDIT AND LENDING	
1	Examine characteristics of secured and unsecured credit
2	Examine real estate investments
3	Analyze credit and loan applications
4	Analyze credit reports and scoring
5	Analyze each type of mortgage loan for example fixed or adjustable.
6	Examine the various conditions that can impact interest rates
STANDARD F – DEMONSTRATE CUSTOMER SERVICE SKILLS FOR A FINANCIAL SERVICE ORGANIZATION	
1	Demonstrate proper telephone etiquette
2	Demonstrate customer/client communications and transactions
3	Exhibit appropriate techniques to interview and conference with customers/clients
4	Demonstrate how to resolve a customer’s complaint

Arizona CTE Career Preparation Standards Framework for FINANCIAL SERVICES

5	Explain financial impact on business of a satisfied customer
STANDARD G – ANALYZE TYPES OF REAL ESTATE INVESTMENTS	
1	Examine types of real estate investments for example commercial and residential
2	Explore the responsibilities and liabilities of owning rental property
STANDARD H – DEVELOP BUSINESS AND FINANCIAL MANAGEMENT PRACTICES NEEDED FOR ENTREPRENEURS	
1	Develop criteria and create a list of professionals to help start a business
2	Identify legal matters that affect business finances including labor laws, contracts, licensing, intellectual property, zoning and tax laws
3	Research necessary registrations such as business name, articles of incorporation, EIN, transaction privilege tax, vendor license
4	Explain basic income tax laws and government regulation of financial services
5	Explain business risk and insurance
6	Compare owning versus leasing of property and/or capital
STANDARD I – EVALUATE THE ROLE OF SMALL BUSINESS IN THE FINANCIAL SERVICES INDUSTRY	
1	Evaluate the role of small business in the economy: local, state, national, and international economics
2	List the factors including personal traits, which contribute to the success and failure of small business
3	Compare/contrast the advantages/disadvantages of sole proprietorships, partnerships and corporations
4	Analyze the relationship of customer service and customer satisfaction on the success of a business

Arizona CTE Career Preparation Standards Framework for FINANCIAL SERVICES

STANDARD J – ANALYZE BUSINESS FINANCIAL MANAGEMENT INFORMATION	
1	Analyze short- and long-term budgetary plans
2	Analyze financial data to produce accurate reports
3	Compile transaction data to report financial information
4	Use federal, state and local regulations to determine appropriate financial practices
5	Examine a client's money management patterns including risk tolerance and financial goals
6	Identify procedures and documents to create a financial plan